

**MANAGED HEALTH CARE IMPROVEMENT TASK FORCE  
MAY 1, 1997 PUBLIC HEARING NOTES**

---

**Thursday, May 1, 1997 -- 10:00 A.M.  
350 Main Street - Council Chambers  
[El Segundo City Hall]  
El Segundo, California**

**PUBLIC HEARING NOTICE:**

Ms. Alice M. Singh, Deputy Director of Legislation and Operations, read the Task Force public hearing notice as published and released in accordance with the Bagley Keene Open Meetings Act.

**I. CALL TO ORDER AND OPEN THE HEARING [Chair] - 10:00 A.M.**

The first public hearing of the Task Force was called to order by Chairman, Dr. Alain Enthoven, at El Segundo City Hall.

The following members were present: Dr. Bernard Alpert, Dr. Rodney Armstead, Ms. Rebecca Bowne, Ms. Barbara Decker, Dr. Alain Enthoven, Ms. Nancy Farber, Dr. Bradley Gilbert, Dr. J.D. Northway, Mr. Anthony Rodgers, and Ms. Ellen Severoni. The following Ex-Officio member were present: Mr. Michael Shapiro and Dr. David Werdegarr.

Dr. Enthoven stated the May 1<sup>st</sup> hearing would be divided into two parts: presentations and public comment.

**II. PRESENTATIONS -10:07 A.M.**

**A. Impact Of Health Care Costs On California's Jobs panel members:  
Mr. Stephen Lindsey, from Lindsey & Associates - a small business  
employee insurance broker and Mr. Steve Cummings, Vice President of  
Dalcin/Cummings & Associates, a civil engineering firm]**

Chairman Enthoven introduced Mr. Stephen Lindsey of Lindsey & Associates who addressed the Task Force on the impacts of health care costs on businesses in the under-fifty employee marketplace. Mr. Lindsey noted certain trends in provider rate increases over the last five years. According to Mr. Lindsey, the typical criteria small employers use when deciding on coverage are the following, [in order of importance]: access to physicians, premiums, benefits, and providers. Mr. Lindsey referenced AB 1672 which allowed carriers to take less risk, initiated rate decreases, and brought stability to the market.

Task Force members and Mr. Lindsey engaged in healthy conversation regarding the HIPC, quality of care, and choice options available for enrollees.

Chairman Enthoven then introduced Mr. Cummings who spoke on behalf of the engineering firm Dalcin/Cummings & Associates. Mr. Cummings is also the

immediate past chair of the Torrance Chamber of Commerce and addressed the concerns of the small business community. Mr. Cummings discussed the government's role in managed care and the economic effects of managed care specifically in California. Mr. Cummings suggested that the Task Force look into quality of care, access, long-term care, emergency care, cost of care, and consumer choice as it relates to managed care.

The Task Force members and Mr. Cummings engaged in discussion regarding Mr. Cummings' presentations and the issues he raised.

### **III. PUBLIC COMMENT - 11:20 A.M.**

Chairman Enthoven opened the meeting to public comment.

Mr. Frank Pelcoffer, President of California Association of Managed Dental Care spoke about dental coverage and the various issues pertaining specifically to dental care. Mr. Pelcoffer said, "statistics show that 50% of the population of Californians do not have dental coverage. Managed care has made it more accessible and available to those who never had previous coverage."

Ms. Cindy Dorn spoke on behalf of maternal and child access for coverage relating to the transition of medi-cal to managed care specifically in L.A. County. Ms. Dorn has noticed many cases have consistent problems with access to providers, many enrollees do not understand choices of coverage, and some plans have not recognized the individual.

### ***LUNCH BREAK [12:30 P.M.]***

### **IV. PRESENTATION - - 1:03 P.M.**

#### **A. Availability Of Quality Of Care And Quality Of Provider Related Data [Beth McGlynn, Ph.D., a health policy analyst with RAND Corporation]**

Dr. McGlynn spoke on the availability of quality of care and quality of provider related data. The three main points of Dr. McGlynn's testimony were: 1) information quality (as a multi-dimensional object), 2) multiple sources of information, and 3) transmitted 'quality' information. Dr. McGlynn began her discussion with 'information quality' and the elements of information needed to develop 'quality of care' standards. Dr. McGlynn then spoke on multiple sources of information and the specific demographics involved, such as social and economical qualities of life. Dr. McGlynn discussed patient confidentiality, certain linkages of information and timeliness of information shared. Her final point was geared towards the automation of data. Dr. McGlynn suggested that decisions need to be made for technical databases – specifically, who will use the information received, and when, where, and why the data will be shared. Dr. McGlynn also shared that more data is not necessarily a better option, it may just create a higher volume of information than truly necessary.

The members discussed Dr. McGlynn's testimony and asked specific questions pertaining to data retrieval and what to do with the information once it has been collected.

**V. PUBLIC COMMENT - 2:05 P.M.**

After much discussion, Ms. Severoni encouraged the members of the audience that were not in a health care related field to share their managed health care experiences with the Task Force. One gentleman, who wished to remain anonymous, discussed his difficulties in securing a commitment from his HMO to pay for name brand prescriptions. After much discussion about this issue, Task Force members cited the importance of providing the physician with the "last word" on a patient's needs.

**V. ADJOURNMENT - 3:05 PM**

Chairman Enthoven closed and adjourned the hearing at 3:05 P.M.

---

**Notes:**

- Information regarding Managed Health Care Improvement Task Force meetings and hearings may be obtained by writing the Task Force Administrative Assistant, Ms. Florence Neff, at 1400 Tenth Street, Room 206, Sacramento, California 95814 or calling (916) 324-1711.